



DEPARTMENT OF ADMINISTRATIVE SERVICES
INTERNAL POLICIES AND PROCEDURES

520 Returned Mail Procedures

Effective: February 26, 2009

Revised: May 1, 2017; October 26, 2020

Reviewed: October 26, 2020

References:

- Finance Accounting Policies and Procedures FIACCT 05-24.10, "Undeliverable Warrants"
(http://apps.finance.utah.gov/nxt/gateway.dll?f=xhitlist&xhitlist_q=05%2D24%5F10&xhitlist_x=advanced&xhitlist_vpc=first&xhitlist_xsl=Xquerylink.xsl&xhitlist_sel=title;path;content-type;home-title;item-bookmark&fn=default.htm&vid=nxtpub:app1)
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Purpose:

This policy provides information relative to proper handling and processing of mail that cannot be delivered by the US Post Office.

Background:

During the 2009 General Session, legislation was contemplated that would have required certain types of actions when an agency had mail returned as undeliverable. The bill was abandoned when the Governor's Office indicated it would direct agencies to establish a policy governing the handling of returned mail.

Mail that cannot be delivered by the US Post Office is returned to State Mail Services. State Mail Services then returns it to the originating agency on the basis of information contained in the return address portion of the envelope.

Definitions:

For the purpose of this policy:

1. "DAS" means Department of Administrative Services.
2. "Division" means the organizational units of DAS identified in Section 63A-1-109, including the Office of Administrative Rules.
3. "Director" means a division or office director.

Policy:

1. Each division within DAS shall make a reasonable attempt to send mail to a person's last known address.



2. Each division shall follow the provisions of Division of Finance Accounting Policy, FIACCT 05-24.10, with regard to returned mail that contain warrants of any type.
3. Each division shall, in cases where returned mail does not contain a warrant, keep returned mail in accordance with the retention schedule the division has established for the relevant records series. Each division may destroy returned mail after the applicable retention schedule has been met. If the agency has not set a specific retention schedule, then a State Agency General Retention Schedule may be applied.
4. In the event that a division receives returned mail with a forwarding address provided by the U.S. Postal Service, the division shall correct the address and re-send the mail to the addressee with notification that the mail piece was returned. The division shall update the address in the division's database.